

Exhibit 300: Capital Asset Plan and Business Case Summary**Part I: Summary Information And Justification (All Capital Assets)****Section A: Overview (All Capital Assets)**

1. Date of Submission: 4/10/2009

2. Agency: Department of State

3. Bureau: Irm/Ops Operations

4. Name of this Capital Asset: Exhibit 300 - IT Infrastructure

5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.) 014-00-02-00-01-0002-00

6. What kind of investment will this be in FY 2010? (Please NOTE: Investments moving to O&M in FY 2010, with Planning/Acquisition activities prior to FY 2010 should not select O&M. These investments should indicate their current status.) Operations and Maintenance

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

The ITI investment encompasses the DoS worldwide computer/communications networks (ClassNet - Secret, OpenNet - Unclassified) and all IT infrastructure and services for the Department and includes requirements for secure emergency communications, IT COOP and Disaster Recovery, and other critical IT security operations. Supporting the most fundamental business need of the DoS foreign policy officer and the Secretary of State--24/7 secure global access to reliable DoS and other Federal Agency information, this investment is the foundation for all communications and computing within the Department--connecting Washington to the 260 overseas Embassies and Consulates--between the Department and the world, enabling the Department to conduct foreign policy and diplomacy with external entities, such as foreign governments, Non-Governmental Organizations, international organizations, and foreign and domestic press.

The investment supports the ITI LoB by adopting the "common solutions" approach to optimize IT infrastructure components at State to achieve the cost efficiencies and increased service levels. Currently in the initial stages of consolidation and optimization, this investment will increasingly align with the ITI LoB and the Department's IT Infrastructure Optimization Plan as plans to further refine standardization of performance metrics for and alignment of investment milestones with each of the three ITI mission areas (EUSS, TSS, MSSS) are executed.

The Department is also following ITI LoB recommendations to utilize aggregate purchasing and is consolidating its IT infrastructure support contracts into three primary contract vehicles: Vanguard 1, Vanguard 2, and a GITM contract. Vanguard 1 covers all help desk, desktop, laptop, and workstation services for the Department, and Vanguard 2, currently in planning, all server labor and services for all routers, switches, hubs, firewalls, and server infrastructure. The GITM contract, also in planning, will cover all hardware for the Department.

This investment also contains IT infrastructure activities that are funded via the American Reinvestment and Recovery Act (ARRA) Capital Investment Fund (CIF). ARRA CIF will be used to fund deferred maintenance and upgrades to improve the efficiency of Department of State operations as well as accelerate ongoing replacement and reengineering efforts. ARRA CIF activities fall into three major categories: data center, IT platform, and cyber security.

9. Did the Agency's Executive/Investment Committee approve this request? Yes

a. If "yes," what was the date of this approval? 7/14/2008

10. Did the Project Manager review this Exhibit? Yes

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project? Yes

a. Will this investment include electronic assets (including computers)? Yes

b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only) No

1. If "yes," is an ESPC or UESC being used to help fund this investment?

2. If "yes," will this investment meet sustainable design principles?

3. If "yes," is it designed to be 30% more energy efficient than relevant code?

13. Does this investment directly support one of the PMA initiatives? Yes

If "yes," check all that apply:

Right Sized Overseas Presence
Expanded E-Government

a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

Expanded EGov--Enables optimization of service levels and costs of ITI through use of best practices and performance measurement, thereby reducing overall Govt operating costs. RightSized Overseas Presence--Employs centralized remote monitoring/maintenance/management of the DoS global IT network and infrastructure, including telephony, to domestic locations, which reduces the number of technical staff traveling between posts for routine maintenance as well as reliance on technicians at posts.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) No

a. If "yes," does this investment address a weakness found during a PART review?

b. If "yes," what is the name of the PARTed program?

c. If "yes," what rating did the PART receive?

15. Is this investment for information technology? Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance) Level 2

17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance) (2) Project manager qualification is under review for this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2008 agency high risk report (per OMB Memorandum M-05-23) No

19. Is this a financial management system? No

a. If "yes," does this investment address a FFMIA compliance area?

1. If "yes," which compliance area:

2. If "no," what does it address?

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? N/A

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? Yes

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2008	Strengthening Consular and Management Capabilities	Customer Results	Customer Benefit	Customer Satisfaction	Customer Outreach including satisfaction surveys scored on a 1-5 scale.	4	Maintain or exceed 4.0 baseline.	As of 5/31/2008, average score 4.46 (increase of .46 over baseline of 4.00).
2008	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	WARN: Conduct and record the number of monthly inspections to ensure reliability of equipment. RPB to use the Washington Area Radio Network (WARN) to provide reliable voice communications for SecState, VIPs, DS, and law enforcement operations.	Perform 12 monthly preventive maintenance inspections of the WARN.	To meet or exceed the objectives of the baseline by performing at least 12 monthly PMIs.	As of 5/31/2008, 8 inspections have been completed.
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Efficiency	Domestic: RPB will use the Universal Trouble Ticket (UTT) system record accurate radio repair and delivery, and measure ticket closure rate in terms of percentage complete each month.	Currently Using UTT system through an off-site contractor to maintain an 80% closure rate on a monthly basis and record the number of tickets closed/total opened in FY2008.	Maintain 85% completion rate of radio service UTTs opened monthly in the next fiscal year.	As of 5/31/2008, 99% of the tickets have been closed for the month of April.
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Security and Privacy	Security	Decrease the number of Internet virus/worm traffic against internal network/users.	Less than 5% of Internet virus/worm traffic impacts internal network/users.	Maintain less than 2.75% Internet virus/worm traffic impacts internal network/users sites.	As of 06/30/2008, meeting target. 0% of the Internet virus/worm traffic impacted internal network/users this year.
2008	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Domestic: RPB will measure rapid response in terms of the percentage of SecState, VIP, emergency situations, and special law enforcement operations supported. The number of trips taken will be measured monthly.	100% rapid response Diplomatic Security SecState, VIP, emergency situations, and special law enforcement operations support.	Maintain availability for all emergency and short notice secure communications supporting VIP trips, events and special operations. To provide support of 100% of the requests.	As of 5/31/2008, 100% of the requests have been filled. 38 trips have been completed.
2008	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Responsiveness - Percent of network availability after primary site failure on classified / unclassified network	100% redundant email infrastructure and support for routing to alt. location for Exchange 5.5 sites (2% of email sites); 0% redundant EML infrastructure and support for routing to alt. location for	Maintain 100% redundant email infrastructure and support for routing to alternate location for Exchange 5.5 sites; Increase to 2% redundant email infrastructure and support for routing to	As of 5/31/2008, Meeting Target. EML has operated and maintained OpenNet & ClassNet Exchange 5.5/2000/2003 operations. For ClassNet and OpenNet, alt site routing is in place for

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
						Exchange 2000/2003 sites (99% of sites).	alternate location for Exchange 2000 sites.	2000/2003. OpenNet alt site routing for 5.5 was retired.
2008	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percent of network availability. Number of sites installed with VPNs.	Baseline is 99% availability in FY2004 and 200 VPNs installed.	Increase network availability to 99.8% in FY2008. Install 40 additional VPNs (for a total of 380 VPNs) to formerly convenience sites reclassified to enterprise sites such as post annexes and other sites with official consular staff.	As of 07/31/2008, network availability has improved to 99.8%. DoS has achieved its target for FY2008. 43 additional VPNs have been installed, exceeding ENM's target to install 40 additional VPNs by the end of FY08.
2008	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	TTS Kits available for Secretary and VIP Support.	100% availability	100% availability	As of 07/31/08, FPT has provided 100% availability of TTS kits.
2008	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Reliability - increase the availability of hot sites for remote access.	Single instance of each system at one physical site; no redundancy or failover capability.	Implement additional redundant hot sites at other IRM core processing facilities (e.g., BIMC, ACS).	As of 5/31/2008, Meeting target. No funding in base for redundant hot sites. EML has operated and maintained OpenNet & ClassNet Exchange 5.5/2000/2003 operations. For ClassNet and OpenNet, alt site routing is in place for 2000/2003.
2008	Strengthening Consular and Management Capabilities	Technology	Technology Costs	Operations and Maintenance Costs	Average cost per line for telephone system installation.	\$6,121.00	Maintain at \$6,121.00	As of 07/31/2008, the average cost per line has been calculated at \$2,979.35.
2008	Strengthening Consular and Management Capabilities	Technology	Technology Costs	Operations and Maintenance Costs	Cost per bit of bandwidth decreases due to network modernization.	Baseline is \$.45/bit in FY2004.	Decrease cost per bit of bandwidth to \$.29/bit in FY2008 - for a 10% annual decrease.	As of 07/31/2008, DoS has achieved a reduction in the cost per bit of bandwidth to \$.290 per bit, meeting its target of a 10% annual decrease in the cost per bit of bandwidth.
2009	Strengthening Consular and Management Capabilities	Customer Results	Customer Benefit	Customer Satisfaction	Customer Outreach including satisfaction surveys scored on a 1-5 scale.	4	Maintain or exceed 4.0 baseline.	TBD
2009	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	WARN: Conduct and record the number of monthly inspections to ensure reliability of equipment. RPB to use the Washington Area Radio Network (WARN) to provide reliable voice communications for SecState, VIP, DS, and law	Perform 12 monthly preventive maintenance inspections of the WARN.	To meet or exceed the objectives of the baseline by performing at least 12 monthly PMIs.	TBD

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					enforcement.			
2009	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity	Efficiency	Domestic: RPB will use the Universal Trouble Ticket (UTT) system record accurate radio repair and delivery, and measure ticket closure rate in terms of percentage complete each month.	Currently Using UTT system through an off-site contractor to maintain an 80% closure rate on a monthly basis and record the number of tickets closed/total opened in FY2009.	Maintain 85% completion rate of radio service UTTs opened monthly in the next fiscal year.	TBD
2009	Strengthening Consular and Management Capabilities	Processes and Activities	Security and Privacy	Security	Decrease the number of Internet virus/worm traffic against internal network/users.	Less than 5% of Internet virus/worm traffic impacts internal network/users.	Maintain less than 2.75% Internet virus/worm traffic impacts internal network/users.	TBD
2009	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percent of network availability. Number of sites installed with VPNs.	Baseline is 99% availability in FY2004 and 200 VPNs installed.	Maintain network availability at 99.8% in FY2009. Install 40 additional VPNs (for a total of 420 VPNs) to formerly convenience sites reclassified to enterprise sites such as post annexes and other sites with official consular staff.	TBD
2009	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	TTS Kits available for Secretary and VIP travel.	100% availability	100% availability	TBD
2009	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Reliability - increase the availability of hot sites for remote access.	Single instance of each system at one physical site; no redundancy or failover capability.	Implement additional redundant hot sites at other IRM core processing facilities (e.g., BIMC, ACS).	
2009	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Domestic: RPB will measure rapid response in terms of the percentage of SecState, VIP, emergency situations, and special law enforcement operations supported. The number of trips taken will be measured monthly.	100% rapid response Diplomatic Security SecState, VIP, emergency situations, and special law enforcement operations support.	Maintain availability for all emergency and short notice secure communications supporting VIP trips, events and special operations. To provide support of 100% of the requests.	TBD
2009	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Responsiveness - Percent of network availability after primary site failure on classified / unclassified network.	100% redundant email infrastructure and supp for routing to alt location for Exchange 5.5 sites (less than 2% of email sites); 0% redundant EML infrastructure and supp for routing to alt location for Exch 2000/2003 sites (greater than 99% of sites).	Maintain 100% redundant email infrastructure and support for routing to alternate location for Exchange 5.5 sites; Increase to 2% redundant email infrastructure and support for routing to alternate location for Exchange 2000 sites.	TBD
2009	Strengthening	Technology	Technology	Operations and	Average cost per	6121	Cost per line for	TBD

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Consular and Management Capabilities		Costs	Maintenance Costs	line for telephone installation.		FY09 should equal \$3,934.00.	
2009	Strengthening Consular and Management Capabilities	Technology	Technology Costs	Operations and Maintenance Costs	Cost per bit of bandwidth decreases due to network modernization.	Baseline is \$.45/bit in FY2004.	Decrease cost per bit of bandwidth to \$.26/bit in FY2009 - for a 10% annual decrease.	TBD

Section E: Security and Privacy (IT Capital Assets only)

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
Classified E-mail SSP	No	No	The system does not collect, maintain, or disseminate PII about individual members of the public.	No	The system is not a Privacy Act system of records.
Classified Perimeter Security GSS	No	No	The system does not collect, maintain, or disseminate PII about individual members of the public.	No	The system is not a Privacy Act system of records.
ClassNet GSS	No	No	The system does not collect, maintain, or disseminate PII about individual members of the public.	No	The system is not a Privacy Act system of records.
OpenNet GSS	No	No	The system does not collect, maintain, or disseminate PII about individual members of the public.	No	The system is not a Privacy Act system of records.
Unclassified (SBU) Email	No	No	The system does not collect, maintain, or disseminate PII about individual members of the public.	No	The system is not a Privacy Act system of records.
Unclassified Perimeter Security GSS	No	No	The system does not collect, maintain, or disseminate PII about individual members of the public.	No	The system is not a Privacy Act system of records.
Details for Text Options: Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted. Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN. Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.					

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture? Yes

a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy? No

a. If "yes," provide the investment name as identified in

Saturday, April 11, 2009 - 3:29 PM

the Transition Strategy provided in the agency's most recent annual EA Assessment.

b. If "no," please explain why?

This investment integrates investments that were individually identified in the FY2008 Joint Enterprise Architecture Transition Strategy since the ITI 300 did not exist at that time. The Joint Enterprise Architecture Transition Strategy will be updated once the ITI 300 has been finalized.

4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Asset Transfer, Allocation, and Maintenance	Support the movement, assignment, and replacement of assets.	Back Office Services	Asset / Materials Management	Asset Transfer, Allocation, and Maintenance			No Reuse	
Computers/Automation Management	Support the identification, upgrade, allocation and replacement of physical devices including servers and desktops used to facilitate production and process-driven activities.	Back Office Services	Asset / Materials Management	Computers / Automation Management			No Reuse	
Facilities Management	Support the construction, management and maintenance of facilities for an organization.	Back Office Services	Asset / Materials Management	Facilities Management			No Reuse	
Property/Asset Management	Support the identification, planning and allocation of an organization's physical capital and resources	Back Office Services	Asset / Materials Management	Property / Asset Management			No Reuse	
Data Exchange	Executes, maintains, and supports the devices, facilities, and standards that provide the computing and networking within and between enterprises.	Back Office Services	Data Management	Data Exchange			No Reuse	
Data Recovery	Support the restoration and stabilization of data sets to a consistent desired state.	Back Office Services	Data Management	Data Recovery			No Reuse	
Resource Planning and Allocation	Support the determination of strategic direction, the identification and establishment of programs and processes, and the allocation of resources (capital and labor) among those programs and processes.	Back Office Services	Human Capital / Workforce Management	Resource Planning and Allocation			No Reuse	
Education and Training	Support the active building of employee competencies	Back Office Services	Human Resources	Education / Training			No Reuse	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	to include a range of training from professional development to general awareness training.							
Configuration Management	Control the hardware and software environments, as well as the documents of an organization	Business Management Services	Management of Processes	Configuration Management			No Reuse	
Program and Project Management	Manage and control a particular effort of an organization.	Business Management Services	Management of Processes	Program / Project Management			No Reuse	
Requirements Management	Gather, analyze and fulfill the needs and prerequisites of an organization's efforts.	Business Management Services	Management of Processes	Requirements Management			No Reuse	
Network Management	Monitor and maintain a communications network in order to diagnose problems, gather statistics, and provide general usage.	Business Management Services	Organizational Management	Network Management			No Reuse	
Inventory Management	Provide for the balancing of customer service levels with inventory investment	Business Management Services	Supply Chain Management	Inventory management			No Reuse	
Invoice/Requisition Tracking and Approval	Support the identification of where a shipment or delivery is within the business cycle	Business Management Services	Supply Chain Management	Invoice / Requisition Tracking and Approval			No Reuse	
Ordering/Purchasing	Allow the placement of requests for a product	Business Management Services	Supply Chain Management	Ordering / Purchasing			No Reuse	
Procurement	Support the ordering and purchasing of products and services.	Business Management Services	Supply Chain Management	Procurement			No Reuse	
Returns Management	Collect, Analyze, and Resolve product returns or service cancellations.	Business Management Services	Supply Chain Management	Returns Management			No Reuse	
Warehouse Management	Provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labeling and shipping.	Business Management Services	Supply Chain Management	Warehouse management			No Reuse	
Assistance Request	Support the solicitation of	Customer Services	Customer Initiated	Assistance Request			No Reuse	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	support from a customer.		Assistance					
Customer Feedback	Is used to collect, analyze and handle comments and feedback from an organization's customers.	Customer Services	Customer Relationship Management	Customer Feedback			No Reuse	
Partner Relationship Management	Provide a framework to promote an effective collaboration between an organization and its business partners, particularly members of the distribution chain (e.g., channel and alliance partners, resellers, agents, brokers, and dealers) and other third part	Customer Services	Customer Relationship Management	Partner Relationship Management			No Reuse	
Surveys	Are used to collect useful information from an organization's customers.	Customer Services	Customer Relationship Management	Surveys			No Reuse	
Library / Storage	Support document and data warehousing and archiving	Digital Asset Services	Document Management	Library / Storage			No Reuse	
Information Sharing	Support the use of documents and data in a multi-user environment for use by an organization and its stakeholders.	Digital Asset Services	Knowledge Management	Information Sharing			No Reuse	
Process Tracking	Allow the monitoring of activities within the business cycle.	Process Automation Services	Tracking and Workflow	Process Tracking			No Reuse	
Email	Support the transmission of memos and messages over a network.	Support Services	Collaboration	Email			No Reuse	
Audio Conferencing	Support audio communications sessions among people who are geographically dispersed.	Support Services	Communication	Audio Conferencing			No Reuse	
Computer/Telephony Integration	Support the connectivity between server hardware, software and telecommunications equipment into a single logical system	Support Services	Communication	Computer / Telephony Integration			No Reuse	
Voice Communications	Provide telephony or other voice communications	Support Services	Communication	Voice Communications			No Reuse	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Access Control	Support the management of permissions to log onto a computer, application, service, or network; includes user management and role/privilege management	Support Services	Security Management	Access Control			No Reuse	
Cryptography	Support the use and management of ciphers, including encryption and decryption processes, to ensure confidentiality and integrity of data.	Support Services	Security Management	Cryptography			No Reuse	
Identification and Authentication	Support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.	Support Services	Security Management	Identification and Authentication			No Reuse	
Issue Tracking	Receive and track user-supported issues and problems in using IT systems, including help desk calls	Support Services	Systems Management	Issue Tracking			No Reuse	
License Management	Support the purchase, upgrade, and tracking of legal usage contracts for system software and applications	Support Services	Systems Management	License Management			No Reuse	
Remote Systems Control	Support the monitoring, administration, and usage of applications and enterprise systems from locations outside of the immediate system environment.	Support Services	Systems Management	Remote Systems Control			No Reuse	
Software Distribution	Support the propagation, installation, and upgrade of written computer programs, applications, and components.	Support Services	Systems Management	Software Distribution			No Reuse	
System Resource Monitoring	Support the balance and allocation of memory, usage, disk space, and performance on computers and their	Support Services	Systems Management	System Resource Monitoring			No Reuse	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	applications.							

a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Requirements Management	Component Framework	Data Management	Reporting and Analysis	
Invoice / Requisition Tracking and Approval	Component Framework	Data Management	Reporting and Analysis	
Issue Tracking	Component Framework	Data Management	Reporting and Analysis	
Access Control	Component Framework	Security	Certificates / Digital Signatures	
Access Control	Component Framework	Security	Certificates / Digital Signatures	
Access Control	Component Framework	Security	Certificates / Digital Signatures	
Access Control	Component Framework	Security	Supporting Security Services	
Access Control	Component Framework	Security	Supporting Security Services	
Access Control	Component Framework	Security	Supporting Security Services	
Voice Communications	Component Framework	Security	Supporting Security Services	
Access Control	Component Framework	Security	Supporting Security Services	
Voice Communications	Component Framework	User Presentation / Interface	Wireless / Mobile / Voice	
Voice Communications	Component Framework	User Presentation / Interface	Wireless / Mobile / Voice	
Email	Service Access and Delivery	Access Channels	Collaboration / Communications	
Email	Service Access and Delivery	Access Channels	Collaboration / Communications	
System Resource Monitoring	Service Access and Delivery	Access Channels	Other Electronic Channels	
Assistance Request	Service Access and Delivery	Access Channels	Other Electronic Channels	
Access Control	Service Access and Delivery	Access Channels	Other Electronic Channels	
Email	Service Access and Delivery	Access Channels	Other Electronic Channels	
Resource Planning and Allocation	Service Access and Delivery	Delivery Channels	Internet	
Warehouse management	Service Access and Delivery	Delivery Channels	Internet	
Assistance Request	Service Access and Delivery	Delivery Channels	Internet	
Education / Training	Service Access and Delivery	Delivery Channels	Internet	
Inbound Correspondence Management	Service Access and Delivery	Delivery Channels	Internet	
Network Management	Service Access and Delivery	Delivery Channels	Intranet	
Program / Project Management	Service Access and Delivery	Delivery Channels	Intranet	
Surveys	Service Access and Delivery	Delivery Channels	Intranet	
Customer Feedback	Service Access and Delivery	Delivery Channels	Intranet	
Voice Communications	Service Access and Delivery	Delivery Channels	Peer to Peer (P2P)	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Computer / Telephony Integration	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	
Voice Communications	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	
Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	
Access Control	Service Access and Delivery	Service Requirements	Hosting	
Program / Project Management	Service Access and Delivery	Service Requirements	Legislative / Compliance	
Identification and Authentication	Service Access and Delivery	Service Requirements	Legislative / Compliance	
Access Control	Service Access and Delivery	Service Transport	Service Transport	
Software Distribution	Service Access and Delivery	Service Transport	Service Transport	
Access Control	Service Access and Delivery	Service Transport	Service Transport	
License Management	Service Access and Delivery	Service Transport	Service Transport	
Access Control	Service Access and Delivery	Service Transport	Service Transport	
Network Management	Service Access and Delivery	Service Transport	Service Transport	
Network Management	Service Access and Delivery	Service Transport	Service Transport	
Computer / Telephony Integration	Service Access and Delivery	Service Transport	Service Transport	
Network Management	Service Access and Delivery	Service Transport	Service Transport	
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Service Transport	Service Transport	
Network Management	Service Access and Delivery	Service Transport	Service Transport	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Data Exchange	Service Access and Delivery	Service Transport	Supporting Network Services	
Email	Service Access and Delivery	Service Transport	Supporting Network Services	
Email	Service Access and Delivery	Service Transport	Supporting Network Services	
Email	Service Access and Delivery	Service Transport	Supporting Network Services	
Email	Service Access and Delivery	Service Transport	Supporting Network Services	
Email	Service Access and Delivery	Service Transport	Supporting Network Services	
Email	Service Access and Delivery	Service Transport	Supporting Network Services	
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Database / Storage	Database	
Returns Management	Service Platform and Infrastructure	Database / Storage	Database	
Process Tracking	Service Platform and Infrastructure	Database / Storage	Database	
Remote Systems Control	Service Platform and Infrastructure	Database / Storage	Database	
License Management	Service Platform and Infrastructure	Database / Storage	Database	
Property / Asset Management	Service Platform and Infrastructure	Database / Storage	Database	
Facilities Management	Service Platform and Infrastructure	Database / Storage	Database	
Library / Storage	Service Platform and Infrastructure	Database / Storage	Storage	
Library / Storage	Service Platform and Infrastructure	Database / Storage	Storage	
Email	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Software Distribution	Service Platform and Infrastructure	Delivery Servers	Web Servers	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Inventory management	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Library / Storage	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	
Information Sharing	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	
Information Retrieval	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	
Information Retrieval	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	
Email	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Access Control	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Identification and Authentication	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Cryptography	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Data Recovery	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Data Recovery	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Data Recovery	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	
Identification and Authentication	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Remote Systems Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Inventory management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Program / Project Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Property / Asset Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Partner Relationship Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Procurement	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	
Ordering / Purchasing	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	
Audio Conferencing	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	
License Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Remote Systems Control	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	

Exhibit 300: Exhibit 300 - IT Infrastructure (Revision 7)

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.gov, Pay.Gov, etc)? No

Exhibit 300: Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Risk Management (All Capital Assets)

Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) in response to Question 6 in Part I, Section A above.

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

- | | |
|---|-----------|
| 1. Does the investment have a Risk Management Plan? | Yes |
| a. If "yes," what is the date of the plan? | 8/12/2008 |
| b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? | No |